

Examples of Using the Resume Skills Tier Method

Many times a single statement cannot adequately describe or encompass your resume skill, experience, or accomplishment. Often a single accomplishment involved more than one skill or led to more accomplishments. What can you do?

Example 1:

Primary Skill: Analytical Skills

Primary Skill Statement: Analyzed 12 months of customer feedback and determined what vocabulary needed to be rearranged or replaced in phone support scripts.

Secondary Skill: Creative Skills

Secondary Skill Statement: Wrote new phone support scripts that decreased phone time by more than 51% in the first six months saving an estimated \$280,000 in labor costs.

Tertiary Skill: Communication Skills

Tertiary Skill Statement: Trained phone support employees and new recruits with new scripts which reduced training time from 2 weeks to 3 days.

How this would look on a resume:

Analyzed 12 months of customer feedback and determined what vocabulary needed to be rearranged or replaced in phone support scripts.

- Wrote new phone support scripts that decreased phone time by more than 51% in the first six months saving an estimated \$280,000 in labor costs.
- Trained phone support employees and new recruits with new scripts that reduced training time from 2 weeks to 3 days.

Example 2:

Primary Skill: Management Skills

Primary Skill Statement: Managed 18 sales people selling veterinarian consulting and products in the smallest US territory producing 17% more sales revenue than any other market.

Secondary Skill: Attention to Detail

Secondary Skill Statement: While traveling with sales people discovered that 61% of clients could be serviced by our territory website by listening to their needs which reduced sales personnel travel expenses by more than \$138,000 annually.

Tertiary Skill: Profit Oriented Thinking

Tertiary Skill Statement: Investigated and added 151 products to our territory website increasing revenue by 141% annually.

How this would look on a resume:

Managed 18 sales people selling veterinarian consulting and products in the smallest US territory producing 17% more sales revenue than any other market:

- While traveling with sales people discovered that 61% of clients could be serviced by our territory website by listening to their needs which reduced sales personnel travel expenses by more than \$138,000 annually.
- Investigated and added 151 products to our territory website increasing revenue by 141% annually.

Example 3:

Primary Skill: Clerical Skills

Primary Skill Statement: Maintained busy medical company office and organized and updated more than 7,675 patient files in the first three months.

Secondary Skill: Attention to Detail

Secondary Skill Statement: Review of files illuminated \$26,047. in billings that had not been submitted to HMO and recovered every penny.

Tertiary Skill: Profit Oriented Thinking

Tertiary Skill Statement: Modified patient appointment scheduling reducing x-ray technician time from four to two days per week trimming costs by 50%.

How this would look on a resume:

Maintained busy medical company office and organized and updated more than 7,675 patient files in the first three months:

- Review of files illuminated \$26,047. in billings that had not been submitted to HMO and recovered every penny.
- Modified patient appointment scheduling reducing x-ray technician labor expenses from four to three days per week trimming costs by 50%.

Multiple Statements Supporting One Skill

The two or three statements can also support one skill. This can be important when several accomplishments derived from one event.

Example 1: Skill: Team Skills

Primary Statement: Created a 30 question survey for 72 employees to select 12 team members for a 12 month project.

Secondary Statement: Based on findings formed team and developed a plan of motivation that resulted in project completed under budget and 3 weeks ahead of schedule.

Tertiary Statement: Received employee of the year award based on voting from upper management and all plant employees.

How this would look on a resume:

Created a 30 question survey for 72 employees to select 12 team members for a 12 month project:

- Based on findings formed team and developed a plan of motivation that resulted in project completed under budget and 3 weeks ahead of schedule.
- Received employee of the year award based on voting from upper management and all plant employees.

Example 2:

Skill: Management Skills

Primary Statement: Scheduled half hour listening meetings once per month with each employee allowing him or her to say anything no holds barred which reduced employee turnover by 21% annually.

Secondary Statement: Based on feedback, developed a new flexible work schedule, goal based motivational program, and employee transportation assistance that increased company productivity by 9.7% annually.

How this would look on a resume:

Scheduled half hour listening meetings once per month with each employee allowing him or her to say anything no holds barred which reduced employee turnover by 21% annually.

Based on feedback, developed a new flexible work schedule, goal based motivational

program, and employee transportation assistance that increased company productivity by 9.7% annually.

Example 3:

Skill: Creative Skills

Primary Statement: Created 7 paintings that attributed to the award of a full college scholarship.

Secondary Statement: College art project resulted in a significant contribution of 12 works at the 2009 New York Celebration art exhibit

How this would look on a resume:

Created 7 paintings that attributed to the award of a full college scholarship.

College art project resulted in a significant contribution of 12 works at the 2009 New York Celebration art exhibit